

**Iowa Department of Human Services**  
**CHILD CARE CENTER COMPLAINT**

<b>Name of Center:</b> Little Hands at Work and Play		<b>Enrollment:</b> 55	<b>License ID:</b> 4178000006
<b>Street:</b> 205 S. 27th St.	<b>City:</b> Council Bluffs	IA <b>Zip Code:</b> 51501	<b>County:</b> Pottawattamie
<b>Mailing Address:</b> 4884 W. Mill Rd.			
<b>Mailing City:</b> Raymond , NE	IA	<b>Zip Code:</b> 68428	
<b>Director's Name:</b> Pam Doss		<b>Center Phone Number:</b> 712-325-5530	
<b>On-Site Supervisors:</b> Yolanda Doss		<b>E-Mail Address:</b> pam.littlehands@yahoo.com	

**Date of Complaint:** 12/18/2013

**Date of Visit:** 12/19/2013

☐ Scheduled      ☒ Unannounced      ☐ NA

☒ Non-Compliance with Regulations Found      ☐ Compliance with Regulations Found      ☐ NA

## RECOMMENDATION FOR LICENSE

**[X] NO CHANGES** to licensing status recommended

[ ] **PROVISIONAL** license from \_\_\_\_\_ to \_\_\_\_\_

**[ ] SUSPENSION of License**

## [ ] **REVOCATION of License**

**Summary of Complaint:**

Informant had the following concerns about Little Hands at Work and Play:

1. Informant stated that the second set of doors to the center weren't locked and there were two children on the floor accessible and within reach. Staff weren't aware of the informant's presence for about five minutes.
2. Two children in the infant or toddler room (room to the right of entry way) may not have been well supervised.
3. Furnace room was not clean - significant dust was part of the issue.
4. A gas can and oil paint cans were found in the basement.
5. The door to the basement was unlocked. Damage to the frame resulted in some difficulty in securing the area.

### **Licensing Rules Relevant to the Complaint:**

109.11(3)a(1) Center and premises are sanitary, safe, and hazard free.  
109.8(2)c Every child occupied program room has adult supervision in the room.  
109.12(4) Rooms arrangement does not obstruct the direct observation of children.

### Inspection Findings:

An unannounced visit was made to Little Hands at Work and Play on 12-19-13 to discuss this complaint and for my licensing visit. I met with the director Pam Doss and reviewed the complaint issues. Pam said she didn't understand why the door would have been open, she said the second set of doors are always locked. Pam didn't understand why the children weren't properly supervised - she said both rooms had appropriate supervision. During my visit the fire marshal, Dan came in to see if the items he requested be fixed on 12-18-13 were completed. Dan went in the basement and found that the gas and oil paint cans were still there. Pam was very upset about this as she stated she asked a staff

person to remove the items on 12-18-13. Pam then had a staff person remove the gas can and oil paint cans on 12-19-13 when the fire marshal was there.

Pam said someone would be fixing the door frame.

**Special Notes and Action Required:**

Always fix items immediately as requested by the fire marshal. Make sure your door is always locked. Review ratio requirements with staff and have a discussion with staff regarding having direct observation of all children in program rooms at all times.

**Consultant's Signature:**

**Date:**

01/28/2014

A handwritten signature in black ink, appearing to read "Holly George-Kane". The signature is written in a cursive, flowing style.